

**ANNUAL OMBUDSMAN COMPLAINT REVIEW LETTER 2023
(LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN)**

The Council receives an annual summary from the Local Government and Social Care Ombudsman (LGSCO). This reviews how many complaints have been received by the Ombudsman. Following an original investigation that will have been conducted under the Council's own Complaint's Policy. This year's review period covered 1 April 2022 to 31 March 2023.

The LGSCO feel that the information provided by them, can give an organisation intelligence, insight and enable transformation. It can indicate problems in specific areas of service delivery. Or provide perspective of an organisations culture and ability to learn. Providing information to assist with governance, audit, risk and scrutiny functions.

It is worth noting that the LGSCO is continuing to work with the Housing Ombudsman Service, to provide a joint complaint handling code. Providing standards for organisations to work to. They will be consulting on this code and any implications this may have prior to a launch.

1. Purpose:

To update the Committee on the positive response and outcome of the review letter (attached).

2. Findings:

The LGSCO received 8 complaints.

- 4 - Closed on initial enquiry
- 3 - Refer back to Council
- 1 - Not upheld

Meaning no detailed investigations during this period were carried out. Matching the Council's record during the previous year. Therefore, there are no further recommendations for service improvement.

3. Conclusion:

It is recommended the Committee note the position and that the Council carry on managing any complaints through the current complaints policy and ensure that the Council continue to monitor and review the effectiveness of its policy and responses. This report provides the Council with the evidence that the Council is responding well to complaints and is in effect a "clean bill of health" from a credible third party.

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